

Update, Care Home Evictions

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Our Previous work on this issue can be viewed here

[Evictions and Restrictions](#)

[Our Work With BBC to expose this issue](#)

Following our exclusive work exposing this issue above, the CQC issued guidance to care providers.

Our helpline has supported and advised a further **516** families who have raised concerns about care of a relative and subsequently been served with an eviction notice. What has changed and what our policy has adapted to, is the reasons given by a provider for eviction notices being issued.

At the time we first exposed this issue, providers were citing the reason for evictions as,

. A breakdown in trust or the unreasonable expectations of the families.

This has now changed and our advice has changed accordingly. Providers are now issuing eviction notices, citing

. The home can no longer meet the needs of the individual.

In **482** of the above cases, the homes involved were **Nursing Care**

We advised these families to write back to the home and ask what category of care home did their family member require, if not nursing care?

Sometimes this immediately resulted in the eviction notice being withdrawn, sometimes the families had to repeat the question and we

advised they point out that a nursing home asking an individual to move to an identical category nursing home, called into question the evicting care homes registration, given they could not meet the needs of residents who needed nursing care. This advice resulted in

417 eviction notices being withdrawn.

65 Cases where families chose to remove their relative and we supported these families to get an extension of time in order to find a suitable alternative home. It is worth noting that in all **65** cases the individual moved to an identically registered care home.

It is also worth noting that from those **65** cases, **61** people died within 8 months of the move.

The remaining **34** cases were residential homes, these are more difficult as obviously people deteriorate from needing residential care to needing nursing care.

In **19** of these cases people were assessed as needing only residential care and eviction notices were withdrawn as the grounds were again shown to be invalid.

7 cases involved the relative moving their family member to another residential home.

The remaining **8** cases involved the individual being assessed as needing nursing care.

From a total of **516** cases, there were only **8 cases** where the eviction notice cited valid reason for eviction.

We have from past experience seen a high percentage of visiting restrictions subsequently placed on families where eviction notices have been withdrawn. From **516** cases **348** cases involved subsequent visiting restrictions.

A care home has only to make a false safeguarding referral about a family member for that family member to be wrongly treated as an

abuser. We have cases where the police have been called to escort families from the premises and in some cases, families have been taken to a police station and cautioned on the say so of a care home.

All the power is with the care home, their word is taken at face value, with families traumatised, smeared, and denied access to their loved ones. Years of fighting in the court of protection often unrepresented against a system that fails them and against an industry that is beyond the law.

What can never be regained is the time lost, put yourself in the shoes of George Roussel, an elderly man who clearly loved his wife Brenda, who had to go into a nursing home. For years all was well, but then two new staff members came to work at the home and George would find that when these staff were on duty, Brenda was seriously neglected.

George raised concerns for the **first time** in all the years Brenda had been resident in the home. The response? an eviction notice was served. George got the eviction notice withdrawn, but shortly after was targeted with false accusations which were accepted by the authorities on the word of the care home and George was subjected to punitive visiting restrictions in the last months of his wife's life. The home relented only to allow him to sit with Brenda in the hours before she died.

This is the heart-breaking injustice faced by those who raise concerns, the imbalance of power is appalling. If only the actual abusers were so promptly dealt with.

When care homes were locked down due to Covid our first thoughts were, they will never want to open up again, as the care industry is hostile to the openness and scrutiny that visiting provides. The care industry continues to treat the rights of residents and their families with contempt.

